

E-01345A-05-0816  
E-01345A-05-0826  
E-01345A-05-0827

ORIGINAL



0000061953

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 55583

Date: 9/27/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **Matthew**

**Munn**

Account Name:      Matthew Munn

Home: (000) 000-0000

Street:      [REDACTED]

Work: [REDACTED]

City:      Scottsdale

CBR:

State:      AZ      Zip: 85251

is:

Utility Company.      **Arizona Public Service Company**

Division:      Electric

Contact Name:      For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

\*\*\*\* E-01345A-05-0816 \*\*\*\*

Customer sent the following e-mail to the Commission -

right to the point

with natural gas prices going down by OVER 66%, yes DOWN 66% during the year, I think we all ought to be insulted by aps upcoming proposals for a 21.3% rate increase

I know their spin on things, they have contacted me directly

please DO NOT encourage the inefficiencies with the rate increase

they have had ENOUGH

Matthew Munn

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission  
**DOCKETED**  
OCT - 4 2006

DOCKETED BY [REDACTED] **nr**

AZ CORP COMMISSION  
DOCUMENT CONTROL

2006 OCT - 4 A 11: 34

RECEIVED

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Responded to customer with the following e-mail -

Mr. Munn:

Your recent e-mail regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 9/29/2006

Opinion No. 2006 - 55583

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